

REQUEST FOR PROPOSAL  
FLIGHT INFORMATION DISPLAY SYSTEM  
(FIDS)



SUSQUEHANNA AREA REGIONAL  
AIRPORT AUTHORITY

ONE TERMINAL DRIVE, SUITE 300  
MIDDLETOWN, PA 17057

ISSUE DATE: April 10, 2017

DUE DATE: May 5, 2017

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## SECTION 1.00 – INVITATION

### REQUEST FOR PROPOSAL

#### FLIGHT INFORMATION DISPLAY SYSTEM

The Susquehanna Area Regional Airport Authority (SARAA), owner and operator of the Harrisburg International Airport (HIA), is seeking proposals from qualified firms wishing to provide the software, design support, installation, and preventive maintenance of a Flight Information Display System (FIDS) at Harrisburg International Airport.

This RFP is only available electronically; paper copies will not be available. Interested parties may download the Request for Proposals from the HIA website: <http://www.flyhia.com>. The document is titled “RFP – Flight Information Display System”.

**Three (3)** copies and one electronic copy of sealed responses must be submitted to SARAA, Attn: Kevin Bryner, One Terminal Drive, Suite 300, Middletown, PA 17057 labeled “RFP FOR HARRISBURG INTERNATIONAL AIRPORT FIDS”. SARAA reserves the right to accept, reject or make requests for new submissions at its sole discretion. All submissions must be received in the office at Harrisburg International Airport, One Terminal Drive, Suite 300, Middletown, PA 17057 prior to 4:00 p.m. on May 5, 2017.

## SECTION 2.00 – GENERAL INFORMATION

### **2.01 DEFINITIONS**

The following terms and definitions will apply throughout this Request for Submission

“Airport” or “HIA”	refers to or means the Harrisburg International Airport
“Agreement”	refers to the agreement executed with the successful Respondent to provide the services solicited pursuant to this RFP
“Authority”	refers to the Susquehanna Area Regional Airport Authority, owner and operator of Harrisburg International Airport
“DBE”	refers to or means Disadvantaged Business Enterprise
“FIDS”	refers to or means Flight Information Display System
“Submission”	refers to or means a document submitted by Respondent(s) to be considered for the Agreement; the overall submission shall include Respondents’ required information (Section 3.05) including Attachment 1.
“Respondent(s)”	refers to any company or organization submitting for the services requested in this RFP
“RFP”	refers to or means the Request for Proposal

## **2.02 Introduction**

The Susquehanna Area Regional Airport Authority, owner and operator of the Harrisburg International Airport in Middletown, Pennsylvania, seeks proposals from qualified firms wishing to provide the software, design support, installation, and preventive maintenance of a Flight Information Display System at Harrisburg International Airport. The enclosed documents provide instructions, background information, and the required forms from which Respondents are to develop their formal submissions to the Airport. There is no expressed or implied obligation in these documents for SARAA to reimburse responding organizations for any expenses incurred in preparing Submissions in response to this RFP.

## **2.03 BACKGROUND**

The Susquehanna Area Regional Airport Authority (SARAA) is the owner and operator of Harrisburg International Airport. Annually, HIA served about 1.2 million passengers and in 2016.

Currently HIA is comprised of a main terminal that includes 12 gates with passenger loading bridges and security screening. A 2,500-space multilevel parking garage is connected to the terminal via one skywalk.

## **2.05 RFP COORDINATOR**

Upon release of this RFP, all communications concerning this request should be directed to the RFP Coordinator listed below. Any oral communications will be considered unofficial and nonbinding to the Authority. The Respondent should rely only on written statements issued by the RFP Coordinator.

Kevin Bryner, Deputy Director, Information Technology  
Susquehanna Area Regional Airport Authority  
One Terminal Drive, Suite 300  
Middletown, PA 17057  
Telephone: (717) 948-3900 x4712  
Fax: (717) 948-4636  
Email: [KBryner@SARAA.org](mailto:KBryner@SARAA.org)

## 2.06 RFP SCHEDULE

The Authority anticipates the following schedule, which is subject to change

Date	Time	Event
April 10, 2017		Issuance of RFP
April 24, 2017	10 am EDT	Pre-proposal Meeting (non-mandatory)
April 28, 2017	4 p.m. EDT	Deadline for Submission of Written Questions to SARAA
May 1, 2017		SARAA Releases Responses to Questions
May 5, 2017	4 p.m. EDT	Submissions Due to SARAA
May 19, 2017		Evaluation of RFP Submissions and selection of Short List
May 29, 2017		Interviews (if necessary)
June 23, 2017		Recommendation to SARAA Board

## 2.07 QUESTIONS REGARDING THE RFP

Requests for clarification or additional information must be made in writing to the RFP Coordinator prior to the date specified in the RFP Schedule. Responses to all requests will be available on the Airport's website on the Release date. The RFP Coordinator will be unable to respond to requests for additional information or clarification received after 4:00 p.m. EST on April 28, 2017.

## 2.08 RFP AMENDMENTS

All amendments to this RFP will be posted to the Airport's website ([www.FlyHIA.com](http://www.FlyHIA.com)). If deemed necessary by the Authority, respondents will be given an opportunity to modify their submission in the specific areas that are affected by the modification.

## 2.09 SUBMISSIONS

Each respondent must provide three (3) copies of their submission. In addition, one electronic copy of the submission and any supporting documentation (Microsoft Word or PDF) must be submitted on CD-ROM or USB flash drive. The complete package must be submitted in a sealed envelope, clearly identified as "RFP FOR HARRISBURG INTERNATIONAL AIRPORT FIDS." The submissions may be mailed or delivered to:

Susquehanna Area Regional Airport Authority  
Attn: Kevin Bryner  
One Terminal Drive, Suite 300  
Middletown, PA 17057

Respondents accept all risk of late delivery of mailed submissions regardless of fault. Facsimile and other electronically transmitted submissions will not be considered. All submissions and accompanying documentation become the property of the Authority and will not be returned.

## **2.10 TERMS AND CONDITIONS**

A. The Authority reserves the right to issue amendments to the RFP at any time. The Authority also reserves the right to cancel or reissue the RFP, to reject any or all submissions, to waive any irregularities or informalities in the selection process, and to accept or reject any item or combination of items. The Authority reserves the right to request clarification of information from any respondent or to request supplemental material deemed necessary to assist in the evaluation of the submission. This RFP does not obligate the Authority to make any award, or enter any agreement as the result of any Submissions.

B. The Authority will not reimburse any respondent for any of the costs involved in the preparation and submission of responses to this RFP or in the preparation for and attendance at subsequent interviews.

C. Respondents shall thoroughly examine and be familiar with this RFP. The failure or omission of any respondent to receive or examine this document shall in no way relieve any respondent of obligations with respect to this submission or any subsequent Agreement.

## SECTION 3.00 – SCOPE

### **3.01 OVERVIEW**

Harrisburg International Airport is interested in a system that facilitates a hands-off approach, meaning it will function with as little manual intervention as possible. Specifically, flight information for airlines at HIA should be populated and updated automatically via an approved data source. A hosted solution is preferred, but an onsite server is also possible if it is found to be more beneficial to the Authority. System configuration should be done through a web interface accessible by any authorized user as provided by HIA. Flight information will be displayed on public monitors at various locations within the terminal and parking garage so patrons have easy access to flight status as they traverse through the building.

### **3.02 SYSTEM REQUIREMENTS**

Below are some requirements HIA has for its new system. The Airport plans to work closely with the chosen vendor to prioritize the items in this list and possibly add or remove some items to design a system that best fits its needs.

- Allow configuration through a standard web browser
- Have access control with adjustable permissions and logging
- Allow flight schedules to be updated automatically by an external data source
- Use or be compatible with display interfaces that are remotely configurable that only require power and network connectivity to function
- Include a design tool that allows the Airport to customize and modify visual templates used on displays
- Allow for last minute changes to be easily made on an active flight when information from the data source is incorrect or needs to be changed; this should also be available at the gate via a tablet or similar device, not just a computer workstation
- Allow for manual input of airline and flight information at bag claim belts
- Able to display advertisements and other messaging chosen by the Airport
- Display information using a clean, modern design utilizing high-resolution monitors
- Simple and intuitive so that appropriate airline employees can view or modify information with little training
- Easily expandable so that adding a new display does not require extensive configuration changes
- Able to display information on both LCD type and LED type displays
- Able to display data in multiple languages (English, Spanish, and Mandarin are the top preferred languages)
- Include one (1) year warranty and two years' software upgrades in initial purchase price

### **3.03 PROJECT OUTLINE**

Under this project, the Authority will serve as the project manager for the entire process. The successful Respondent will work as one member of a team to implement the replacement of the FIDS. Anticipated team members are listed as follows, along with general responsibilities:

**Authority:** The Authority, as owner of the airport, will serve as project manager for the process. The owner may also procure the necessary hardware based on specifications supplied by the successful Respondent.

**Respondent:** The successful Respondent, selected through this RFP process, shall supply, install, and commence operation of the software and any necessary proprietary hardware for the operations of the FIDS system. The successful Respondent shall supply specifications to the Authority for computer systems, monitors, and other hardware items that can be procured "off-the-shelf." The successful Respondent shall also work with the Engineer and the Contractor during the design and installation process.

**Engineer:** The Engineer shall be selected by the Authority and shall design the electrical, data, and millwork necessary for the system. The successful Respondent shall assist the Engineer during this process to provide information specific to the system. The Engineer may also serve as Construction Management/Administration during the installation.

**Contractor:** The Contractor shall be selected through a bidding process and shall be responsible for installing electrical service as needed, data connections, hardware (e.g., monitors), and millwork.

### **3.04 SUCCESSFUL RESPONDENT RESPONSIBILITIES**

Below are items that outline aspects required in submittals as well as responsibilities while completing the project.

- Must provide a detailed breakdown of software and vendor-supplied hardware components in addition to warranty details
- Must provide a support contract that includes a description of services offered, such as hosting, maintenance, technical support, data feed(s), and any other components.
- Will be responsible for the initial configuration and installation of vendor-supplied hardware and software, in addition to holding training sessions (amount TBD) on the use of the system.
- Will be responsible for some or all of the ongoing maintenance and support of the product, including software updates and system troubleshooting, dependent on level of support contract purchased.

### 3.05 ADDITIONAL INFORMATION

- *Network Design* – Network requirements and configuration that are directly related to the functionality of the system must be provided.
- *Equipment* – The submission will include minimum specifications for any hardware, software or other equipment required for the normal operation of the system. The Airport reserves the right to purchase additional hardware or software from other vendors of its choosing. Any changes will be reflected in a reduction of the total price and/or maintenance contract if applicable.
- *User Workstation(s)* – if any on-site dedicated workstations are necessary for the functionality of the system, detailed information will be provided about minimum specifications, configuration, maintenance and its purpose, along with any required applications.
- *Local Modifications* – Information will be provided on how local airline staff will access and make changes to their flight information, included but not limited to: gate changes, delays/cancellations, and baggage claim information. Hardware, software, and network requirements necessary to make these changes should also be provided.
- *Baggage Claim* – HIA has four baggage claim belts. Information about the necessary hardware and or software to modify flight information on active baggage carousels should be provided. The cost and any requirements for this functionality should be included in the cost schedule.

## SECTION 4.00 – REQUIREMENTS

### **4.01 SUBMISSION REQUIREMENTS**

Submissions should be limited to twenty (20) pages or less and be prepared simply and economically, providing a straight-forward, concise description of respondent capabilities to satisfy the requirements of this request. Emphasis should be placed on completeness and clarity of content. All submission responses must be in the following format:

1. Cover Letter / Executive Summary
2. Table of Contents
3. Qualifications and Technical Proposal
4. References
5. Cost Proposal
6. Attachments
7. Proof of Insurance
8. RFP Acknowledgment Forum

Respondent's submission shall include the following items in in the following sequence:

- 1. COVER LETTER/EXECUTIVE SUMMARY** (not included in 20 -limit)  
Summarize the firm's background and staff qualifications and expertise.
- 2. TABLE OF CONTENTS** (not included in 20-page limit)  
The contents of the submission shall be included in an index at the beginning of the submission and should include all contents and attachments.
- 3. QUALIFICATIONS AND TECHNICAL PROPOSAL**  
Provide in detail how your firm would add value to this process. Set forth a work plan, including the methodology and processes to be followed to perform the services as identified in Section 3.00. Also outline a project timeline from award of contract to final completion.
- 4. REFERENCES** (not included in 20-page limit)  
Provide a minimum of three (3) client references, including at least one (1) of similar sized, which the respondent has served over the past two years and/or is currently serving. Provide a contact person, telephone number, and email address for each reference customer.
- 5. COST PROPOSAL \*** (not included in 20-page limit)  
Provide an all-inclusive, not-to-exceed cost estimate for the project.

\* Please make sure this section is SEALED AND SEPARATE from the rest of the proposal.

- 6. ATTACHMENTS** (not included in 20-page limit, but should not be used for information requested in 3. above)

Additional information that the respondent believes is critical to the Authority's assessment of the submission should be included in this section. Respondents are encouraged to include samples or case studies of previous work in this section.

- 7. PROOF OF INSURANCE** (not included in 20-page limit)

Submit a letter from insurance provider stating provider's commitment to insure the Respondent for the types of coverage and at the levels specified in *Attachment 2* if awarded a contract in response to this RFP. Respondent shall also submit a copy of their current insurance certificate.

- 8. ACKNOWLEDGEMENT FORM**

All submissions must include a completed copy of the RFP Acknowledgement Form found in *Attachment 1*.

Respondent is expected to examine this RFP carefully, understand the terms and conditions for providing the services listed herein and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE SUBMISSION REQUIREMENTS MAY RESULT IN THE RESPONDENT'S SUBMISSION BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

#### **4.02 SUBMISSIONS**

- A. Respondent shall submit three (3) copies of the Submission and one (1) compact disc (CD) or USB flash drive containing a copy of the Submission in Adobe PDF format in a sealed package, clearly marked on the front of the package "RFP FOR HARRISBURG INTERNATIONAL AIRPORT FIDS".
- B. All Submissions must be received by the Airport no later than 4:00 PM Eastern Time on May 5, 2017 at the address below. Submissions received prior to the above time and date may be modified provided such modifications are sealed and received by the Airport prior to the deadline of submissions. Any Submission or modification received after this time shall not be considered, and will be returned, unopened to the Respondent. Therefore, Respondents should strive for early submission to avoid the possibility of rejection for late arrival.

Mailing Address:

Kevin Bryner  
Deputy Director, Information Technology  
Harrisburg International Airport  
One Terminal Drive, Suite 300  
Middletown, PA 17057

SUBMISSIONS SENT BY FAX OR EMAIL WILL NOT BE ACCEPTED.

- C. All submissions become the property of the Harrisburg International Airport upon receipt and will not be returned. Any information deemed to be confidential by the Respondent should be clearly noted on the page(s) where confidential information is contained. However, SARAA cannot guarantee that it will not be compelled to disclose all or part of any information submitted, since information deemed to be confidential by Respondent may not be considered confidential under Pennsylvania law, or pursuant to a Court order.
- D. Any cost or expense incurred by the Respondent that is associated with the preparation of the Submission, the Pre-Submittal conference, if any is held, or during any phase of the selection process, shall be borne solely by the Respondent.

#### **4.03 SBE/DBE**

The Authority is committed to promoting the development of small business enterprises (SBE) and disadvantaged business enterprises (DBE) in this area. All SBE and DBE are encouraged to participate in the RFP process and the Authority agrees to comply with all applicable federal, state and local laws, including the Civil Rights Act of 1964 as amended.

#### **4.04 COMMUNICATION**

All communications pertaining to this RFP or the process should be directed to:

Kevin Bryner  
Deputy Director, Information Technology  
Harrisburg International Airport  
One Terminal Drive, Suite 300  
Middletown, PA 17057

Email: kbryner@saraa.org  
Phone: 717-443-6804

Inquiries shall be limited to the contents of and submissions for this RFP. All responses to inquiries will be posted in the form of an Addendum to the RFP on the Airport's website ([www.FlyHIA.com](http://www.FlyHIA.com)).

## SECTION 5.00 – POST SUBMITTAL EVENTS

### 5.01 EVALUATION OF SUBMISSIONS

Each timely Submission will be evaluated to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated will include, but not be limited to, the items listed below. The selection committee may select all, some or none of the Respondents for interviews. SARAA may also request additional information from Respondents at any time prior to the final approval of a selected Respondent. SARAA reserves the right to select one, or more, or none of the Respondents to provide services. Final approval of a selected Respondent is subject to the action of the SARAA Board of Directors.

### 5.02 EVALUATION CRITERIA

<b>Criterion</b>	<b>Percentage</b>	<b>Evaluation</b>
<i>Technical Response</i>	35%	Project approach, methods, designs, systems proposed, compliance with technical specifications
<i>Qualifications &amp; Experience</i>	45%	Demonstrated ability in the industry, references, past performance, key personnel, organization/management, warranty, delivery
<i>Cost</i>	15%	
<i>Disadvantaged Business Enterprise</i>	5%	

### 5.03 EVALUATION PROCESS

Once all submissions are received, the evaluation process will include a number of steps to determine the preferred Respondent. Those steps are described below.

1. **Short list** – Based upon the responses to the RFP, the selection committee will compile a pre-selection short list of the best-qualified Respondents. The committee will notify those Respondents not qualified for the short-list that they will not be considered.
2. **Interviews** – Following receipt of proposals and compilation of a short-list, the selection committee may engage in interviews with each Respondent on the pre-selection short list that timely submits a proposal. The selection committee may, in its discretion omit interviews and rely solely on the submitted materials.

3. **Ranking and Selection** – Based upon the information supplied, and after applying the selection criteria above, the selection committee will rank the Respondents in order of preference, and begin negotiating final contract terms with the first-ranked Respondent. If unsuccessful in negotiating mutually acceptable terms with the first-ranked Respondent, the selection committee may move to the second-ranked service provider, and repeat such process until mutually acceptable terms are reached with a Respondent or the selection committee determines that it would be in SARAA’s best interest to either terminate or recommence the process.
4. **Approval** –If a Respondent is selected, the Respondent will be recommended for approval by the SARAA Board. If approved, a contract will be awarded on the terms negotiated.

#### **5.04 NOTICE OF ACCEPTANCE**

Upon the Authority’s selection of a Respondent, the selected Company will be notified by telephone, then certified mail, return receipt requested, of the selection to commence negotiations of an Agreement to provide the design and installation of a Flight Information Display System at Harrisburg International Airport.

**Susquehanna Area Regional Airport Authority  
Flight Information Display System  
RFP Acknowledgement Form**

Recipients of the Authority's Request for Qualifications and Technical Proposal for Flight Information Display System should complete this form and return as directed below to ensure the Authority has the recipient's correct contact information. Responses to vendor questions issued by the Authority on May 1, 2017, will be posted on our website, [www.FlyHIA.com](http://www.FlyHIA.com).

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Return completed RFP Acknowledgement Form to:

SARAA

Attn: Kevin Bryner

One Terminal Drive, Suite 300

Middletown, Pennsylvania 17057

## ATTACHMENT 2

### SARAA INSURANCE REQUIREMENTS

Contractor, at Contractor's sole cost and expense, shall maintain and keep in effect throughout the term of the Agreement:

(a) Insurance on an occurrence basis against claims for personal injury (including death) and property damage arising from occurrences on, in or about the Airport, with broad form contractual liability coverage, under a policy or policies of comprehensive general liability insurance or commercial general liability insurance, with limits of not less than \$5,000,000 per occurrence and \$5,000,000 annual aggregate for the acts and omissions of Contractor, its subcontractors and their respective employees, officers, partners, agents or invitees. Without limitation of the foregoing, within thirty (30) days after SARAA's request, Contractor shall have such annual aggregate increased to such amount as SARAA may reasonably request by reason of occurrences during any policy year.

(b) Contractor shall obtain and continuously maintain in full force and effect worker's compensation and employer's liability insurance with statutory benefits, voluntary compensation coverage and employer's liability limits of not less than Two Hundred Thousand and 00/100ths Dollars (\$200,000.00) each accident, Two Hundred Thousand and 00/100ths Dollars (\$200,000.00) each employee for disease, and One Million and 00/100ths Dollars (\$1,000,000.00) policy limit for disease.

(c) Contractor shall purchase and maintain during the life of this contract such Comprehensive Automobile Liability Insurance including Employer's Non-Ownership Liability and Hired Car Liability insurance to protect him and any Subcontractors performing Work covered by this Contract from claims for damages, whether supporting operations by him or anyone directly or indirectly employed by either of them.

Minimum combined single limit for both bodily injury and property damage:

\$1,000,000 Bodily Injury (per person)  
\$3,000,000 Bodily Injury (per accident)  
\$3,000,000 Property Damage

(d) The policies of insurance described above, shall name SARAA (and such other parties as SARAA may from time to time specify) as additional named insured(s) as their interests may appear. The policies of the insurance described in (a) shall contain a severability of interests endorsement, and shall state that they are primary over any insurance carried by SARAA or such other parties; however, in lieu of including SARAA and other parties specified by SARAA as named insureds in Contractor's liability insurance policy, Contractor may include them in such policy as additional insureds if Contractor also provides SARAA and any other parties specified by SARAA with a separate policy of insurance having the limits specified in (a) and in which they

are the only named insureds, in which case Contractor's policy and such separate policy shall each state that they are primary over any insurance carried by SARAA or such other parties.

(e) Each insurance policy under this Agreement shall provide that it shall not be cancelable without at least thirty (30) days' prior written notice to SARAA and each policy shall be issued by an insurer with a general policy holder's rating of not less than "A-" in the most currently available Best's Key Rating Guide, licensed to do business in the Commonwealth of Pennsylvania. Forthwith upon the execution of this Agreement, each policy (or a duplicate original thereof) shall be delivered by Contractor to SARAA. At least thirty (30) days before any policy shall expire, Contractor shall deliver to SARAA a replacement policy meeting the foregoing requirements, and at least ten (10) days prior to the date that the premium on any policy shall become due and payable, Contractor shall cause SARAA to be furnished with satisfactory evidence of its payment. Each policy shall have attached thereto an endorsement to the effect that no act or omission of Contractor shall affect the obligation of the insurer to pay the full amount of any loss sustained. Each policy shall be in such form as SARAA may from time to time reasonably require.

(f) If Contractor shall fail, refuse or neglect to obtain such insurance or maintain it, or to furnish SARAA with satisfactory evidence that it has done so and satisfactory evidence of payment of the premium of any policy, within the time required as set forth above, SARAA shall have the right, at SARAA's option and without regard to any opportunity to cure provided for elsewhere in this Agreement, to purchase such insurance and to pay the premiums thereon or to pay the premiums on insurance which Contractor should have paid for. All such payments made by SARAA shall be recoverable by SARAA from Contractor on demand.

(g) If Contractor fails to provide and keep in force insurance as aforesaid, SARAA shall not be limited in the proof of any damages which SARAA may claim against Contractor to the amount of the insurance premium or premiums not paid or incurred and which would have been payable upon such insurance, but SARAA shall also be entitled to recover as damages for such breach the uninsured amount of any loss, to the extent of any deficiency in the insurance required by the provisions of this Agreement, and damages, expenses of suit and costs, including without limitation reasonable cancellation fees, suffered or incurred during any period when Contractor shall have failed to provide or keep in force insurance as aforesaid.

(h) Contractor may carry any insurance required by this Paragraph under a blanket policy for the risks and in the amounts required pursuant to this Paragraph, provided that all requirements of this Paragraph shall be complied with in respect of such policy and that such policy shall provide that the coverage thereunder for the Airport and occurrences in, or about the Airport shall not be diminished by occurrences elsewhere.

(i) The Contractor agrees that SARAA shall not be liable for and hereby releases SARAA from (i) any injury to the Contractor's business or any loss of income therefrom or for damage to any machinery or equipment or other property of the Contractor, or the Contractor's officers, partners, employees, agents, or invitees; (ii) the loss of or damage to any property of

the Contractor by theft or otherwise; or (iii) any injury or damage to property resulting from fire, steam, electricity, gas, water, rain or snow, or from the breakage, leakage, obstruction or other defects of pipes, sprinklers, wires, appliances, plumbing, air conditioning or HVAC systems or lighting fixtures, or from any other case whatsoever (whether similar or dissimilar to those above specified), whether the said damage or injury results from conditions arising at the Airport, or from other sources or places, except to the extent directly caused by the SARAA's gross negligence or intentional misconduct.

# EXHIBIT 1

Public Displays



Ticket Counters



Gate



Jetway Door



Bag Claim



Skywalk

